



Washington State  
Department of Transportation

# Washington State Ferries Weekly Update



Sept. 12, 2014

## This week:

- Welcome Assistant Secretary Lynne Griffith
- Remembering 9/11: National Preparedness Month
- Origin-destination survey results
- Alaskan Way Viaduct and Waterfront Seattle Program tour
- Customer compliments

## Welcome Assistant Secretary Lynne Griffith

This week, Secretary Peterson [announced](#) her appointment of Lynne Griffith as Assistant Secretary for Washington State Ferries. It's been a privilege and honor to serve the customers and employees of WSF as Interim Assistant Secretary. I knew that this role would involve both challenges and opportunities, leading the largest and safest ferry system in the country. Indeed, during my tenure we've met and overcome unprecedented challenges in continuing to provide safe and reliable service to our customers. We've maintained our record of 99.5% reliability to date in 2014, introduced a new Olympic Class ferry, and made progress on construction of two additional vessels that will improve the safety, efficiency and reliability of our fleet.

It was my pleasure to accompany Secretary Peterson and Assistant Secretary Griffith Wednesday on a tour of the Seattle/Bremerton route. Thank you to Capt. Corbin and the entire *Cathlamet* crew for showing us around the vessel. I wish Assistant Secretary Griffith the best and look forward to working with her in moving the ferry system forward in my role as Deputy Chief of Operations and Construction.

## Remembering 9/11: National Preparedness Month

This week marks the thirteenth anniversary of 9/11. As we take a moment to remember this tragic day in our nation's history, I urge all WSF employees and customers to prepare for unexpected emergencies. September is National Preparedness Month. Visit King County Office of Emergency Management's [website](#) for three simple steps to prepare your family for an emergency.

## Origin-destination survey results

This week, WSF published the 2013 Origin-Destination Travel Survey Report. We conduct origin-destination surveys every six to seven years as a way to accurately capture and measure the travel patterns of ferry passengers. The surveys asked passengers about their typical routes, how they get to and from the ferry terminal, and the purpose of their trips. View the full [survey results](#) online.

## Alaskan Way Viaduct and Waterfront Program tour

On Thursday, I joined Secretary Peterson, Deputy Mayor of Seattle Kate Joncas, SDOT Director Scott Kubly, and staff from the [Alaskan Way Viaduct Replacement Program](#) and Seattle [Waterfront Program](#) for a briefing and tour along the downtown Seattle waterfront. I provided an update on the [Seattle Multimodal Terminal at Colman Dock Project](#). We look forward to continued collaboration as we work to transform Seattle's waterfront into a vibrant new public space with multimodal connections to our city and ferry communities.

## Customer compliments

*We have just made a reservation on the 2nd of Sept. from Sidney to Anacortes and I have to say it is the most user friendly, common sense and reasonable site of its kind I've ever had the pleasure of using. No reservation fee is a shock to my system! I also think your \$40 no show should be the full fare. You give ample time to make changes...Thanks, my brothers and sisters over the border! See you onboard...*

*I had an incident that occurred in Aug. '14, a ticket and fare mix-up. Your employee Ms. Jeanne [Fontaine, Ticket Seller at Seattle Terminal] was on duty. Not only did she reassure me something could be worked out, she was professional, courteous, polite, and extremely friendly...She represented your company and acted like a team member. You are lucky to have her onboard.*

Capt. George A. Capacci  
Interim Assistant Secretary WSDOT/Ferries Division

Hyperlinks within the email:

WSDOT News Release: [http://www.wsdot.wa.gov/News/2014/09/10\\_NewWSFSecretary.htm](http://www.wsdot.wa.gov/News/2014/09/10_NewWSFSecretary.htm)  
King County Office of Emergency Management: <http://www.kingcounty.gov/safety/prepare.aspx>  
Origin-destination survey results: <http://www.wsdot.wa.gov/Ferries/Planning/odsurvey.htm>  
Alaskan Way Viaduct Replacement Program: <http://www.wsdot.wa.gov/Projects/Viaduct/>  
Seattle Waterfront Program: <http://www.waterfrontseattle.org/>  
Seattle Multimodal Terminal at Colman Dock Project:  
<http://www.wsdot.wa.gov/projects/ferries/colmanmultimodalterminal/>

Weekly updates are available on the WSDOT Ferries Division website at  
[www.wsdot.wa.gov/ferries/weekly](http://www.wsdot.wa.gov/ferries/weekly).

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